

# **EXHIBIT A-2**

containing a link to the Terms and Condition governing the plan he purchased, on January 5, 2016 at 5:15 p.m. Pacific Time.

6. Although the Production Database does not store actual copies of the confirmation e-mails sent, those purchase confirmation emails have been delivered with substantially the same form and content respecting plan details, and provision of a link to plan Terms and Conditions, since at least 2014, as exemplified below:

The screenshot shows an email from SquareTrade. At the top is the SquareTrade logo and a "Need help?" link. The email is addressed to "Dear CHARLIE," and thanks the recipient for purchasing a new "Audio/Video Item" protection plan. It provides a link to manage the account online. Below this is a section titled "IMPORTANT:" with a receipt icon and text stating that a receipt is needed to file a claim, with a link to "Submit your receipt now." and a "Log In" button. The main section is titled "Your Protection Plan" and contains a table with the following details:

Coverage Amount:	Up to the maximum coverage price of this Protection Plan, or the purchase price of your item, whichever is lower	Coverage Term:	3 Years
Protection Plan Price:	\$12.88	Coverage Start Date*:	09/25/2016
Coverage Type:	Standard		
Covered Product:	Video & Audio -	Coverage End Date:	09/25/2019
Deductible:	None		
Quantity:	1	Waiting Period:	None

Below the table is a note: "If your item was back-ordered or delayed, please give us a call to confirm your coverage start date." At the bottom is a section titled "Review your SquareTrade Protection Plan on Amazon" with a "WRITE A REVIEW" button and a link to "Terms & Conditions". The footer contains copyright information for 2015 SquareTrade and contact instructions.

**squaretrade**

[Need help?](#)

Dear CHARLIE,

Thank you for purchasing your new **Audio/Video Item** protection plan. You're all set! If you'd like to manage your SquareTrade account online, just click the link below.

**IMPORTANT:** You'll need your receipt to file a claim. [Submit your receipt now](#), and we'll keep track of it for you.

[Log In](#)

### Your Protection Plan

Coverage Amount:	Up to the maximum coverage price of this Protection Plan, or the purchase price of your item, whichever is lower	Coverage Term:	3 Years
Protection Plan Price:	\$12.88	Coverage Start Date*:	09/25/2016
Coverage Type:	Standard		
Covered Product:	Video & Audio -	Coverage End Date:	09/25/2019
Deductible:	None		
Quantity:	1	Waiting Period:	None

\*If your item was back-ordered or delayed, please give us a call to confirm your coverage start date.

**Review your SquareTrade Protection Plan on Amazon**  
Have an opinion? Share it with others.

[WRITE A REVIEW](#)

[Terms & Conditions](#)

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How to Contact Us  
Please, please don't reply to this email. We're unable to respond to messages sent to this address, and we absolutely, positively want to respond if you've got questions. Instead, [email us by clicking here](#). Thanks!